

January 2021

The Keyboard Company Quality Policy Statement.

The Keyboard Company was established in 1989 and incorporated as a limited company in 1999. We serve the world with the finest selection of computer keyboards and mice available. Quality is central to our mission as we seek to exceed the expectations of our customers, suppliers and all stakeholders.

We are committed to continuous improvement and have established a Quality Management System to ensure continuous improvement. We have the following procedures in place to support us in our quality goals and align with our quality system:

- Regular gathering and monitoring of customer feedback.
- A strict corrective and preventative action procedure.
- Selection and Performance monitoring of the entire supply chain.
- Continuous training and development of employees.
- Regular quality audits of our internal processes.
- Measurable quality objectives which reflect our business aims.
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Management has the ultimate responsibility for Quality but we ensure all our employees understand their responsibilities in this important area to create a company quality ethos.

On ISO quality standards, we have looked into these and came close to utilising them but as an SME we felt the structure was too constaining upon us as a trading business that needs to be highly efficient and fast on it's feet. So we have created this system which we feel is more suited to the situation we are in.

Signed. Bruce Whiting. Managing Director.

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